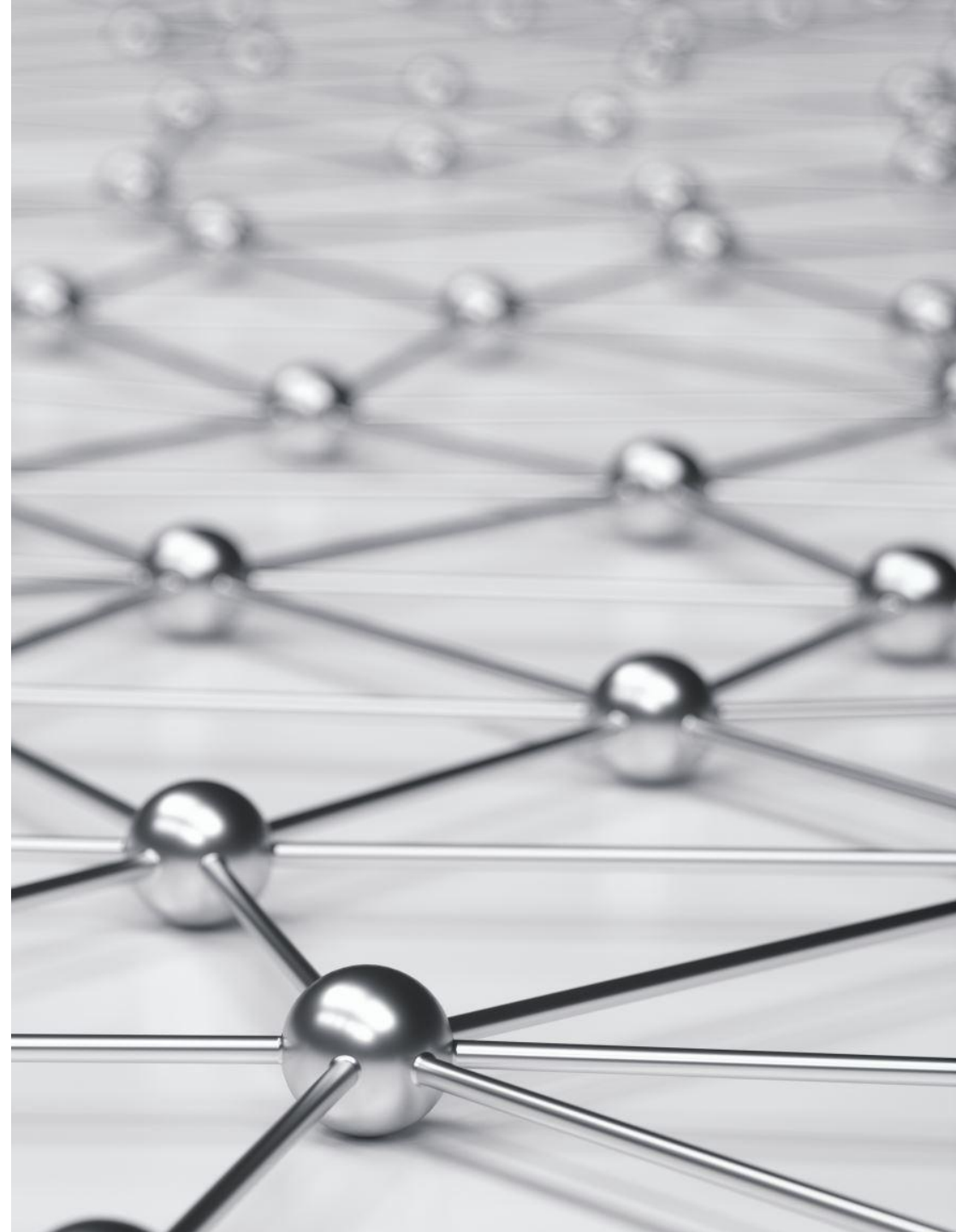


newtrality

G Cloud 15

Service definition document

Cloud Support Services



Contents

Who we are	3-5
How we work	6-9
Our range of G-Cloud services	10-15
How to get in touch	16

Who we are

newtrality



Newtrality focuses on helping organisations reach their full potential through the adoption of Cloud technology

With over **20 years' experience**, our **purpose is to** help clients to **solve complex problems and deliver impactful change** through the adoption of Cloud technology; we work with you to **develop solutions which drive improvement and value**.



We offer scalable solutions; strategy definition, maturity assessment, market development, planning, set up and migration, adopting and change, project implementation support and ongoing assurance and audit.



We work in **partnership at all levels**, openly providing challenge, subject expertise and delivery support to guide and support you through your transformation journey.



We leave a **long-lasting legacy** through knowledge transfer, coaching and co-creation of tools and products that are bespoke to your ongoing needs to ensure skills and learning is bedded beyond our exit.

We scale our flexible business model to meet your needs

We “**don’t solution it**” we remain open-minded and unbiased when it comes to technology or specific solutions. We work in partnership with you to adapt the right approach to find the best solution to your specific business problem and environment. We help support you to better understand your problems you need to solve and support you in finding the best systems and tools to address them. We offer:

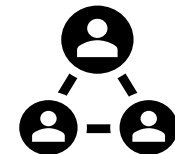
Advisory support - supporting you to **unpack and define your challenges**, providing practical, straightforward advice **to set you on the road to success**. The depth of our experience, and the breadth of our consultant community, means that you get the right advice is always available to help you develop meaningful solutions, which meet your unique circumstances.



Delivery support - having helped define your problem and solution, we provide **well proven, capacity and capability to support the delivery stage**. Our teams have **practical hands-on experience** of similar challenges elsewhere and integrate seamlessly with your internal resources providing knowledge transfer to embed long term sustainable change.



Resource Augmentation - We have one of the largest transformation talent communities in the market. If you need to increase your internal capacity or skillset short term, you can rely on us to supply an experienced and flexible team. We will help you navigate demand peaks that come with delivering change.



How we work

newtrality



How we work together with you

We have developed our “**5Es**” approach to supporting Cloud change and transformation programmes. We embed **our 5Es as our core values** to ensure we continuously deliver excellence in a consistent and most impactful way in partnership with our clients.

-
- 1 **End in mind** - we are focused on delivery and leaving a sustainable exit on completion of our work.
 - 2 **Enabling** – Our work is not about “doing to”, but working with you to make the change happen, ensuring true ownership and understanding of any change.
 - 3 **Empathetic** – We engage thoroughly with the key stakeholders on each project to understand their viewpoint, personal blockers, work done to date and desired outcomes.
 - 4 **Evaluate** – We are constantly evaluating our work to ensure it meets your needs and delivers what is required.
 - 5 **Enthusied** – We bring energy and enthusiasm to our work. Change is hard but having a positive attitude to engagement is key to ensuring success.

How we underpin successful deliver

We are flexible in our approach to onboarding and off boarding. We will work with you to develop the right approach that suits your organisation and its culture. Right from the start of onboarding, we are focused on achieving clarity on purpose and goals working together as a joint/blended team.



Startup – onboarding

Setting the foundations for success

Typical activities include **defining project goals** and **outputs, planning**, defining **ways of working** and setting **cadence** and **governance**. Identifying key **stakeholder** groups and developing a personalised and targeted **communication** and **engagement plan**. Meeting with the **sponsor** and other relevant **key stakeholders**. Getting to know **team members** and agreeing **skills transfer opportunities**. Joint **kick-off meeting** to build understanding of the approach and establish relationships which will be critical to the project's success. Agree **exit planning arrangements**.



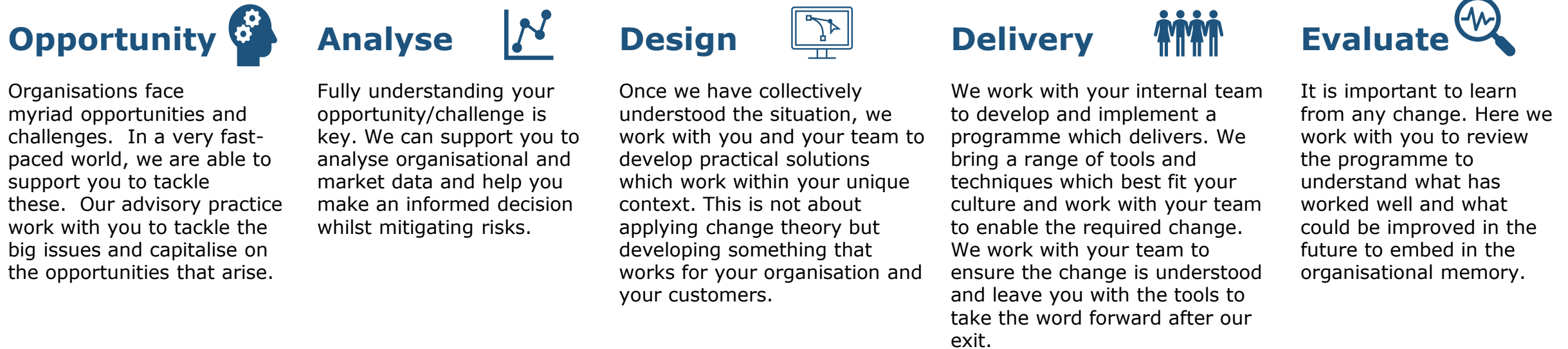
Transition – offboarding

Leaving a sustainable legacy

Of equal importance to the startup stage, is the **transition stage** (closure) of the project. We are **passionate** at leaving a **long-lasting positive impact of our work**. We **consolidate our reflected learnings** that we have captured throughout the project into recommendations and considerations for you to take forward. We provide a **comprehensive transition plan report** which includes a full risk review with a detailed implementation/next steps plan.

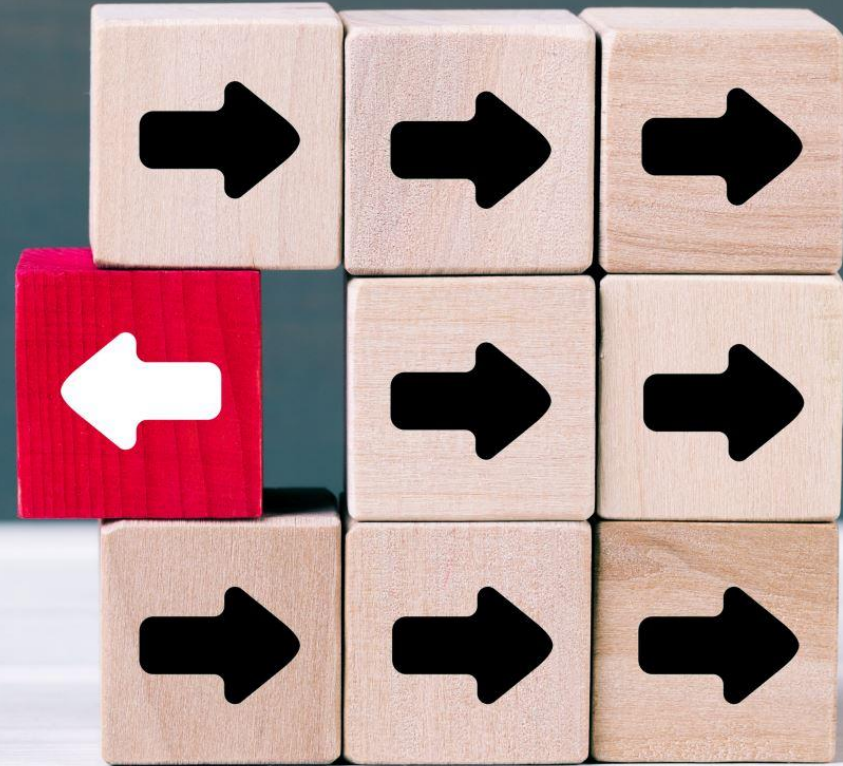
Supporting our clients through the whole life cycle of their Cloud journey

Our 5-phase delivery framework represents a simple yet effective and scalable method to enable our consultants to focus on collaboration with our clients in a long-term partnership.



Our range of G- Cloud services

newtrality



G-cloud services we offer



Strategy

- **Business vision and drivers**
- **Maturity assessment;** digital, data and technology
- Cloud **strategy** & roadmap
- **Investment case**



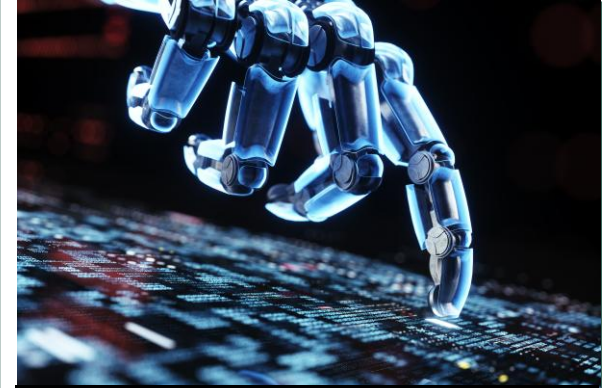
Advisory

- Procurement **strategy**
- **Market management** and **solution** selection
- **Assurance** and **audit**
- **Solution design**
- **Target operating model**
- **Service blueprinting**



Delivery

- **Programme** and **project** management
- Business **analysis**
- **Planning**
- **Process** improvement
- **Transition** support
- **User adoption** and **change**



Technology

- **Solution agnostic**
- **Enterprise Resource Planning (ERP)**
- **Customer Relationship Management (CRM)**
- **AI** enablers

Cloud strategy – where we can help you



Example areas:

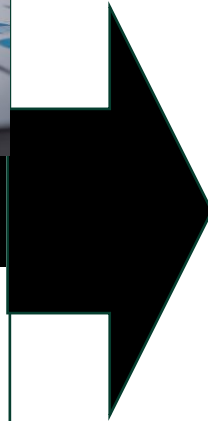
- **Establishing business vision, goals and drivers for the change** – e.g. map business goals to potential Cloud benefits, define how your business will use Cloud technology.
- **Knowledge sharing** understanding cloud models and services to stakeholders.
- Assessment of current **maturity** and future needs to support Cloud strategy delivery
- **Align existing business strategies** e.g. data, AI, digital technology, data centre, customer, culture
- **Cloud strategy and implementation plan.**
- **Investment case** e.g. investment plan, value analysis and return on investment, options appraisals, risks, challenges and opportunities. Exist strategy if required.
- **Cloud technology roadmap** e.g. scalability, security, integration, data
- **Procurement strategy** and supporting route to market eg market research and engagement and procurement specification(s) and management

Cloud advisory – where we can help you



Advisory

- Procurement **strategy**
- **Market management** and **solution** selection
- **Assurance** and **audit**
- **Solution design**
- **Target operating model**
- **Service blueprinting**



Example areas:

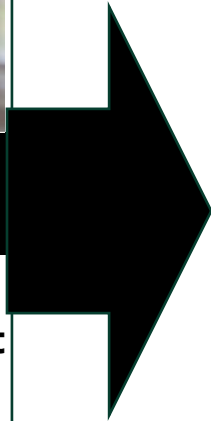
- **Procurement strategy** and supporting route to market e.g. market research and engagement and procurement specification(s) and management
- **Independent assurance and audit on programme deliverability and confidence**
- **Migration and testing assurance e.g. data, security, configuration**
- **Target operating model** to support Cloud migration e.g. from on prem to Cloud including investment case for change
- **Business and service blueprinting** – defining the future way of working, impacts, opportunities, needs and risks

Cloud support - programme and project delivery



Delivery

- **Programme and project management**
- **Governance**
- **Business analysis**
- **User adoption and change**
- **Transition support**



Example areas:

- **Mobilisation, Initiation and project definition**, planning and set up, project planning, deliverables, risk mitigation and risk management framework, interdependency management, resource planning
- **Requirements analysis** – conducting user research, understanding need and objectives, creating personas
- **Detailed requirements** relating to functionality, performance, security, scalability and integration.
- **Project and programme delivery governance** and agile project management methodology and cadence
- **Process improvement** – baseline and redesign
- **Change management strategy**, readiness assessment
- **Change management planning**, engagement and communication and transition support
- **Integrated of change management and delivery planning**

Our valued partnerships



newtrality

How to get in touch:



Hello@newtrality.co.uk



www.newtrality.co.uk



07972 024894

Disclosure: This message is intended for the use of the addressee and may contain information that is privileged and/or confidential. If you are not the intended recipient, you are hereby notified that any dissemination, distribution or copying of the information contained in this message is strictly unauthorised and prohibited. If you have received this message in error, please notify the sender by reply e-mail and delete the message from your system. Opinions, conclusions, or other statements in this message which do not relate to the business of Newtrality LTD are neither given nor endorsed by Newtrality Ltd (13737434).